

Replacement Process

Products purchased through getjoan.com are covered under a Limited Warranty* and may be returned for replacement by following the steps below:

1. Contact JOAN's Support Team at support@getjoan.com to obtain an RMA number.
2. Fill out the Return Material Authorization Form in its entirety and place the RMA Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

JOAN Return Material Authorization (RMA) Form

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No.: _____ **Date Issued:** _____

(Provided to you by the JOAN Support Team at support@getjoan.com.)

* Limited Warranty: To verify warranty coverage the original order number and order date need to be provided.

ORDER ID	UUID/SERIAL NUMBER*	TYPE

* Enter the UUID/SERIAL NUMBER without the last zero string.



JOAN

The JOAN device is guaranteed against manufacturing defects one (1) year from the original delivery date. Visionect's sole obligation in the event of such defects during this period is to replace the product with a comparable device at Visionect's sole discretion.

Unless: (i) it falls under the limited warranty included with a JOAN device; or (ii) the User Agreement accompanying any Software grants you different rights or disclaims all warranties we warrant to you, and only to you, as applicable, that our JOAN devices are designed and manufactured to conform to our specifications and will be free from defects in material and workmanship for a period of 1 year from the original delivery date.

The **JOAN One-Year Limited Warranty** does not apply if the product has been installed and/or used in a manner that does not comply with user instructions, or has been fitted on unsuitable materials.

Read more about JOAN's warranty terms here: getjoan.com/warranty.